

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A method for rebooking a passenger who is unable to travel on a scheduled flight, comprising the steps of:
obtaining passenger data for said passenger;
comparing the passenger data with one or more rebooking rules; ~~[[and]]~~
presenting rebooking flight candidates to said passenger, said presented flight candidates selected based upon said comparing step;
prompting said passenger to select one of said presented candidates; and
rebooking said passenger on the selected one of said presented candidates.
2. (Currently Amended) The method of claim 1, wherein said presenting step comprises decreasing a number of said rebooking flight candidates presented to said passenger failing to meet criteria for high passenger value, said criteria comprising at least one among a frequent flyer status, a class of ticket, and a total value of tickets purchased by said passenger over a period of time ~~wherein a passenger value is determined from the passenger data by the application of the rules, and said rebooking flight candidates are offered to said passenger based upon said passenger value.~~
3. (Original) The method of claim 1, wherein said passenger data of said passenger is compared to passenger data of at least one other passenger in need of rebooking, and said passenger is offered rebooking flight candidates based upon said comparing step.

4. (Original) The method of claim 1, wherein said passenger data is provided in substantially real time.

5. (Original) The method of claim 1, wherein said presenting step comprises presenting high remaining unflown value flight rebooking candidates and not presenting rebooking flight candidates with lower unflown values.

6. (Original) The method of claim 1, wherein said presenting step comprises offering said passenger incentives for selecting rebooking flight candidates with high remaining unflown value.

7. (Original) The method of claim 1, wherein said passenger data comprises the remaining unflown ticket value for said passenger.

8. (Original) The method of claim 1, wherein said passenger data comprises passenger loyalty data.

9. (Currently Amended) A system for rebooking passengers who are unable to travel on scheduled flights, comprising:

a data store comprising passenger data, rebooking rules, and flight operations data, said flight operations data comprising flight rebooking candidates for said passengers;

a re-accommodation engine having access to said data store for determining one or more of said rebooking flight candidates to present to said passengers based on said passenger data and said rebooking rules; and

means one or more user clients for presenting to said passengers rebooking flight candidates determined by said engine and for prompting said passengers to select one of said presented flight candidates based upon said passenger data.

10. (Currently Amended) The system of claim 9, wherein said re-accommodation engine further determines said flight candidates to present based on ~~further comprising means for comparing said flight operations data for said rebooking flight candidates.~~

11. (Currently Amended) The system of claim 9, wherein said re-accommodation engine ranks said flight candidates ~~wherein said means for comparing ranks said rebooking flight candidates~~ according to said rebooking rules.

12. (Cancelled).

13. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

obtaining passenger data for a passenger; and
comparing the passenger data with one or more rebooking rules; [[and]]
presenting rebooking flight candidates to said passenger, said presented flight candidates selected based upon said comparing step;
prompting said passenger to select one of said presented candidates; and
rebooking said passenger on the selected one of said presented candidates.

14. (Currently Amended) The machine readable storage of claim 13, wherein said presenting step comprises decreasing a number of said rebooking flight candidates

presented to said passenger failing to meet criteria for high passenger value, said criteria comprising at least one among a frequent flyer status, a class of ticket, and a total value of tickets purchased by said passenger over a period of time ~~wherein a passenger value is determined from the passenger data by the application of the rules, and said rebooking flight candidates are offered to said passenger based upon said passenger value.~~

15. (Original) The machine readable storage of claim 13, wherein said passenger data of said passenger is compared to passenger data of at least one other passenger in need of rebooking, and said passenger is offered rebooking flight candidates based upon said comparing step.

16. (Original) The machine readable storage of claim 13, wherein said passenger data is provided in substantially real time.

17. (Original) The machine readable storage of claim 13, wherein said presenting step comprises presenting high remaining unflown value flight rebooking candidates and not presenting rebooking flight candidates with lower unflown values.

18. (Original) The machine readable storage of claim 13, wherein said presenting step comprises offering said passenger incentives for selecting rebooking flight candidates with high remaining unflown value.

19. (Original) The machine readable storage of claim 13, wherein said passenger data comprises the remaining unflown ticket value for said passenger.

20. (Currently Amended) The machine readable storage of claim 13, wherein said passenger data comprises passenger loyalty data.

21. (Original) The machine readable storage of claim 13, wherein said comparing step compares passenger data with flight operations data for said rebooking flight candidates.

22. (Cancelled).

23. (Cancelled).

24. (New) A system for rebooking a passenger who is unable to travel on a scheduled flight, comprising:

a data store comprising rebooking rules and flight operations data, said flight operations data comprising flight rebooking candidates for said passenger;

a re-accommodation engine for retrieving passenger data and determining one or more of said rebooking flight candidates to present to said passenger based on said passenger data and said rebooking rules; and

a telephone-based voice response unit (VRU) for interacting with said passenger, said VRU presenting to said passenger rebooking flight candidates and for prompting said passenger to select one of said presented flight candidates based upon said passenger data.

25. (New) The system of claim 24, wherein said VRU comprises a text-to-speech system for presenting said flight candidates to said passenger and at least one among a speech recognition system and a dual tone multi-frequency recognizer system for receiving flight selection information from said passenger.

26. (New) The system of claim 9, wherein said re-accommodation engine limits the number of said flight candidates presented to said passengers failing to meet criteria for high passenger value, said criteria comprising at least one among a frequent flyer status, a class of ticket, and a total value of tickets purchased by said passenger over a period of time.